

POSITION POSTING

FUNCTIONAL TITLE: Account Analyst
LOCATION: Massachusetts Teachers' Retirement System
500 Rutherford Avenue, Suite 210
Charlestown, MA 02129
STARTING SALARY: \$50,656
DATE OF POSTING: Tuesday, October 11, 2022
APPLICATION DEADLINE: Applicants will be considered on a rolling basis.
Two (2) position will remain open until filled.

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public-school educators. The plan provides retirement, disability, and survivor benefits to more than 67,000 recipients and maintains and services retirement accounts for over 94,000 active members and 30,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from over 400 local school districts.

GENERAL STATEMENT OF DUTIES:

Under the general supervision of the Director and Assistant Director of the Transfers, Refunds, and Enrollments Unit, the Account Analyst serves all members of the MTRS as part of the team responsible for all aspects of member account maintenance including, but not limited to enrollments, transfers-in/out, incorrect assessment backlog resolution, account refunds, and required minimum distributions under the Internal Revenue Code.

Essential Duties and Responsibilities

The Account Analyst will be responsible for:

- Researching and resolving backlogged incorrect assessment cases
- Assisting with the researching and processing of Retirement*Plus* reviews
- Assisting with member refunds and rollovers
- Processing and calculating incorrect assessment refunds and bills
- Support with the processing of transfers of funds between the MTRS and other retirement systems
- Assisting with the backlog of enrollments and continuously look for ways to improve MTRS outreach to our new members
- Responding professionally to a variety of written and telephone inquiries from members
- Monitoring and maintaining unit tracking spreadsheets
- Performing account research and appropriate follow-up
- Helping maintain accurate and up-to-date personal information for our membership, and update accounts with detailed notes

- Participating fully in agency projects, service group meetings, work group committees, and training programs as assigned
- Will acquire a continually increasing knowledge of MGL, Chapter 32, and Board regulations relating to each job function
- Performing other duties as required or as necessitated
- Participating fully in agency projects, service group meetings, work group committees, and training programs as assigned.

QUALIFICATIONS REQUIRED:

- Bachelor's degree in related field preferred, or equivalent, relevant work experience.
- Excellent mathematical and analytical skills
- Must be detail oriented, organized and accurate
- Desire to work in an environment committed to teamwork and quality service
- Ability to communicate effectively and professionally both orally and in writing
- Ability to interpret and apply retirement laws and regulations
- Ability to follow instructions and function both independently and as a member of a team
- Ability to maintain harmonious relationships with the membership, employers, other members of the public and MTRS staff
- Must be flexible and able to handle a multitude of tasks
- Proficiency with Microsoft Office Suite
- Proficiency with database applications

EXPECTED HOURS OF WORK

New hires are required to report to the office five days per week for 90 calendar days. Thereafter, they may apply for a hybrid telework schedule (Generally, 2 days in office and 3 day remote.) Hours of work are flexible, but are generally, Monday through Friday, 8 AM to 4 PM, 9 AM to 5 PM (30-minute lunch), 7:45 AM to 4:00 PM, or 8:45 AM to 5 PM (45-minute lunch). This position may require extended hours.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

Applicants are required to submit a cover letter and résumé to Robert Fabino, Director of Human Resources and Legal Affairs, within the MassCareers portal. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Account Analyst with the MTRS. (See MTRS website for background at www.mass.gov/mtrs). Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their basic writing, math and computer skills.

The MTRS requires staff to have received the COVID-19 vaccination as a condition of employment. Staff are also encouraged to receive a booster. To be considered fully vaccinated, individuals must have received two doses of the approved Pfizer/Moderna COVID-19 vaccine or single dose of the Johnson & Johnson COVID19 vaccine. Finalists will be given details about how to demonstrate receipt of vaccination.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. *Research suggests that qualified women, Black, Indigenous and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.*